

Consumer Satisfaction Summary Jan-09

Q1 = Registry staff was prompt, reliable and friendly  
Q2 = Received a list of IP's within 48 hours  
Q3 = Referral list was up-to-date and correct  
Q4 = I was able to hire from the Registry  
Q5 = My overall experience was good and I would use again.



						Avg Scr by						Avg scr by	cross-check
Site	Q1	Q2	Q3	Q4	Q5	Site	*Avg Scr	srvc area	# Sent	# Ret	#return'd	raw scores	
EC	5.00	5.00	5.00	0.00	5.00	EC	4.00	100.00%	7	1	4.00	20	
King	4.50	1.50	0.00	1.50	3.00	King	2.10	52.50%	10	2	4.20	21	
NC	0.00	0.00	0.00	0.00	0.00	NC	0.00	0.00%	8	0	0.00	0	
NE	5.00	5.00	5.00	5.00	5.00	NE	5.00	100.00%	2	1	5.00	25	
NW	4.00	3.75	3.75	4.50	4.00	NW	4.00	80.00%	11	4	16.00	80	
Oly	0.00	0.00	0.00	0.00	0.00	Oly	0.00	0.00%	4	0	0.00	0	
Pac	4.80	4.80	4.80	4.80	4.80	Pac	4.80	96.00%	14	5	24.00	120	
Pierce	5.00	5.00	4.50	3.00	5.00	Pierce	4.50	90.00%	14	2	9.00	45	
Sno	4.67	3.67	4.33	5.00	4.67	Sno	4.47	89.33%	13	3	13.40	67	
SC	4.60	4.40	4.40	4.80	4.60	SC	4.56	91.20%	20	5	22.80	114	
SS	4.83	4.50	3.50	2.83	4.50	SS	4.03	83.67%	21	6	24.20	121	
SE	3.00	3.00	3.00	3.00	3.00	SE	3.00	60.00%	11	2	6.00	30	
SW	3.00	4.00	3.33	3.67	3.00	SW	3.40	68.00%	12	3	10.20	51	
Spo	4.00	4.00	2.00	1.00	3.00	Spo	2.80	56.00%	15	1	2.80	14	
Scores	4.03	3.74	3.36	3.01	3.81	Score	3.89		162	35	141.60	708.00	

Scoring Key:

- 1 - 1.9 = Strongly Disagree  
2 - 2.9 = Disagree  
3 - 3.9 = Neutral  
4 - 4.9 = Agree  
5 = Strongly Agree

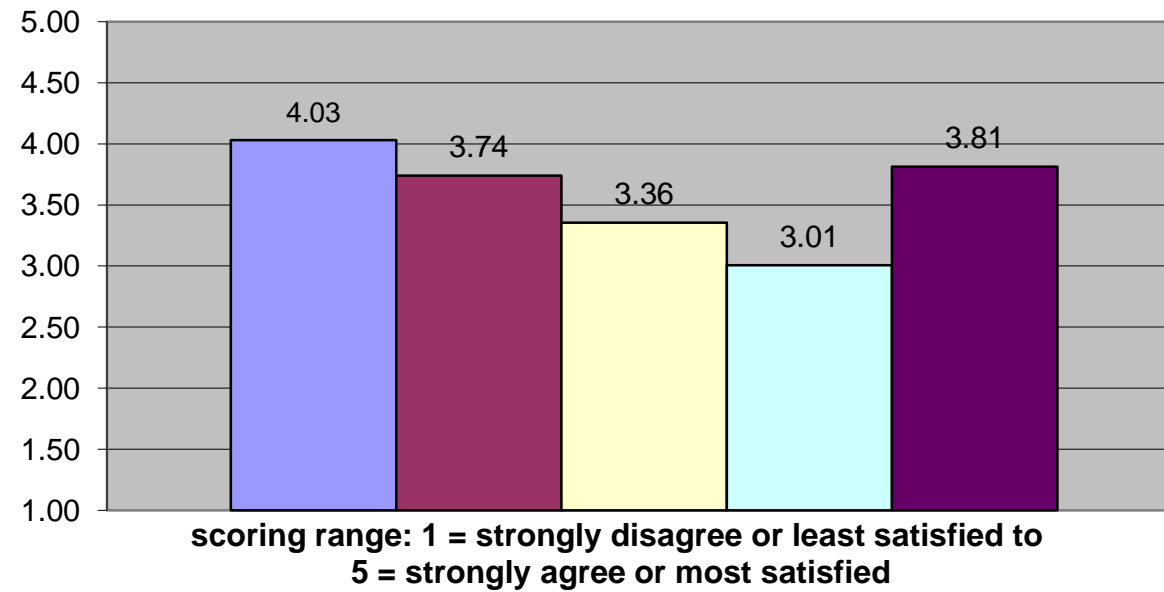
% Overall Return Rate	21.60%
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total avg score return'd divided by total number returned =  
divided by total questions per survey =  
equals weighted average

35	25.00
5	28.32
81%	35
81%	

cross-check:  
total raw score  
divided by total possible score/survey  
equals  
dvd'd by total responses recv'd  
equals weighted average

**Consumer Satisfaction Summary - by Question, Jan 2009**



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